

Current Pay Model

Classification	Grade	Salary Range	Comments
Customer Service Representative I	13	\$23,190 to \$38,155	
Program Services Evaluator I	13	\$25,844 to \$38,155	Promotes to a PSE II after twelve months of experience.
Program Services Evaluator II	15	\$28,234 to \$42,756	Promotes to a PSE III after eighteen additional months of experience.
Program Services Evaluator III	16	\$30,806 to \$46,376	

Exempt vs. Non-Exempt

Both the Customer Service Representative and Program Services Evaluator positions are non-exempt.

In addition to the annual salary, the employee receives a 2.75% performance pay. The performance pay is based on key performance goals that must be met at the agency level, not on individual performance. The 2.75% is not part of the employees' base pay. The 2.75% performance pay is paid over the 26 pay periods as long as the agency meets the key performance goals.